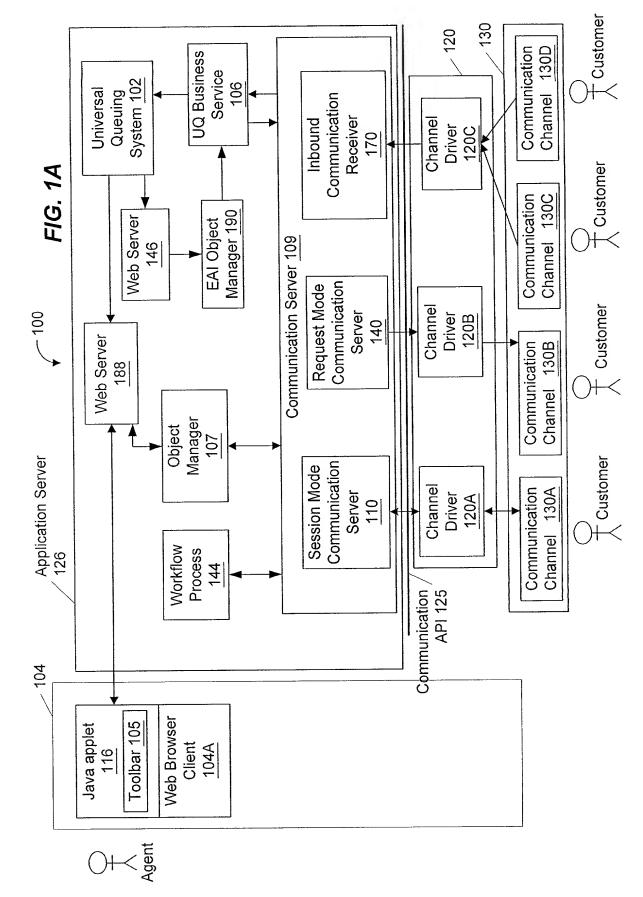
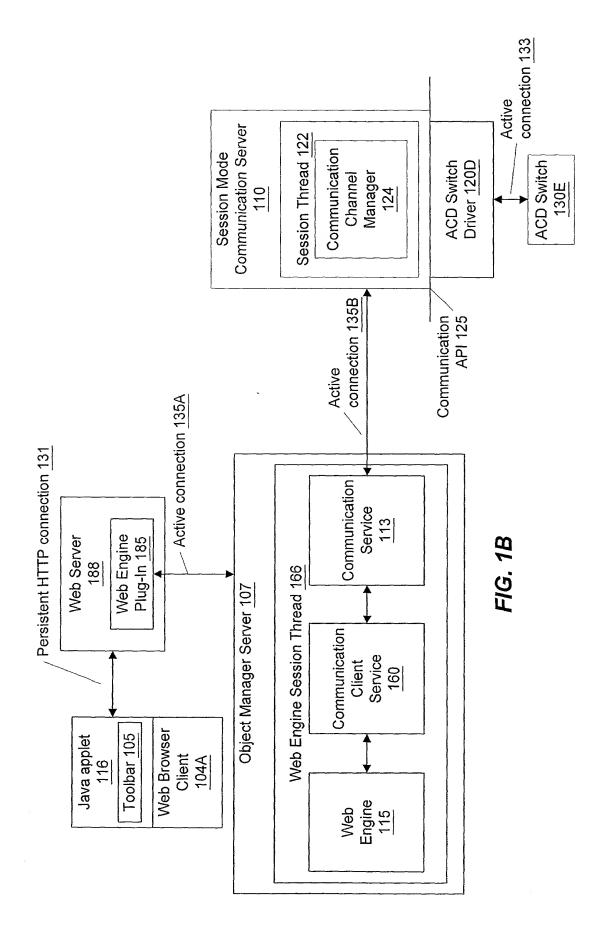
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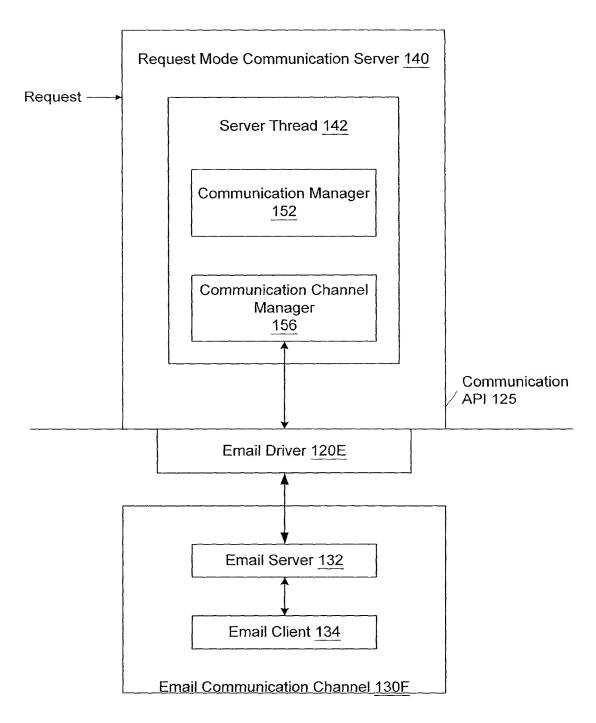
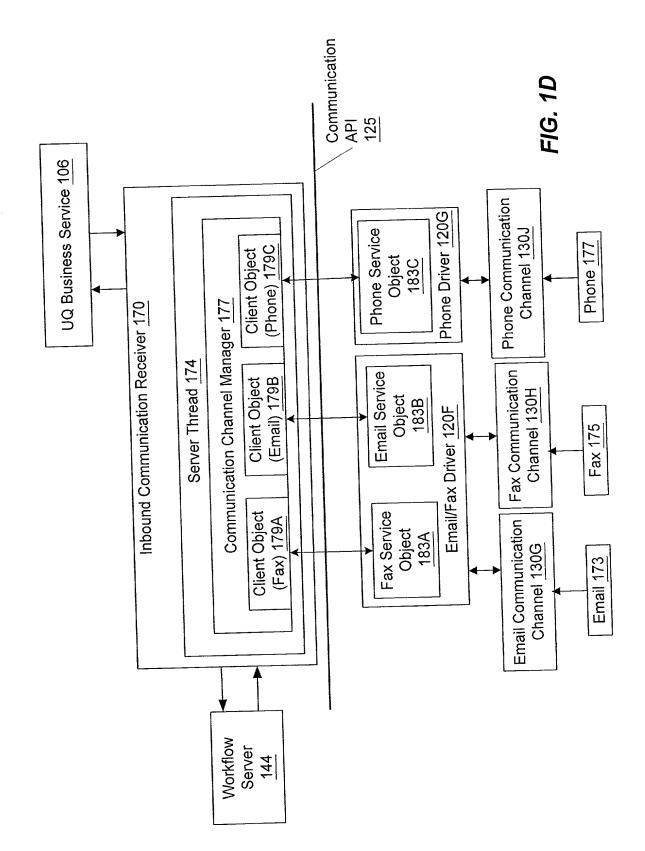


FIG. 1C

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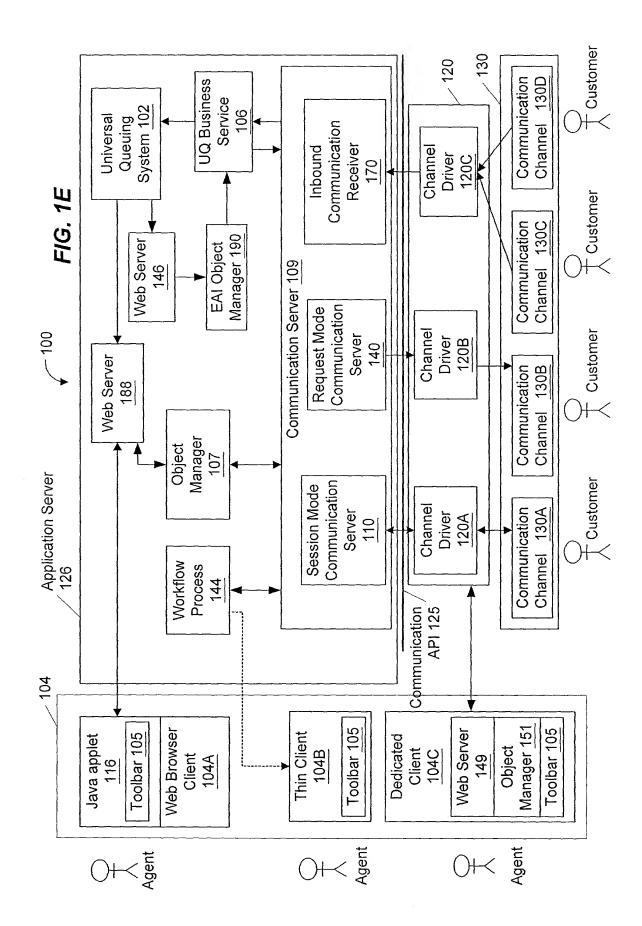
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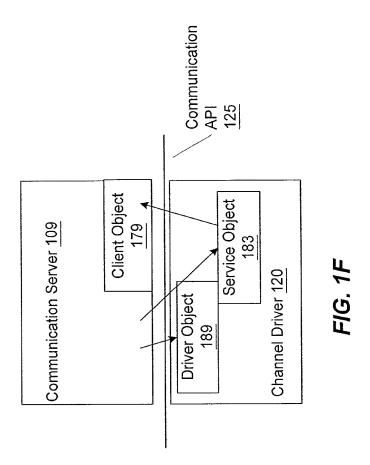


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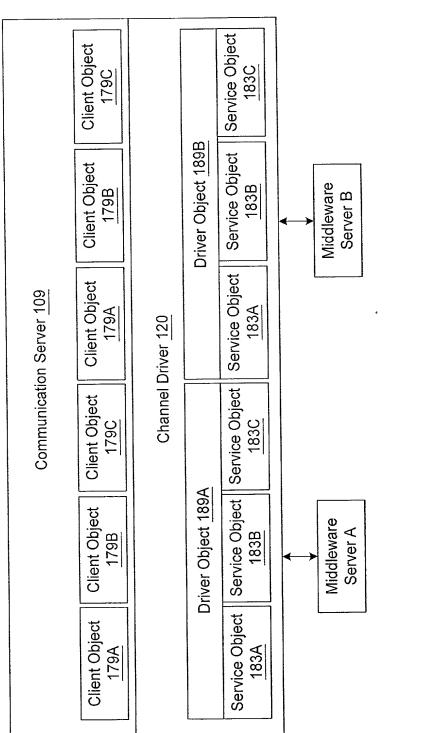
ır <u>109</u>	Client Object 179A-3	0	5	Service Object 183A-3
Communication Server 109	Client Object 179A-2	Channel Driver 120	Driver Object 189	Service Object 183A-2
Сопт	Client Object 179A-1	Ch		Service Object 183A-1

FIG. 1G

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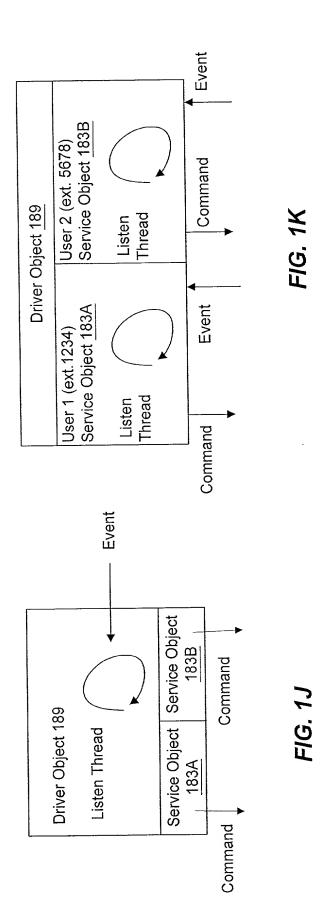
	t			act
	Client Object 179C			Service Object 183C
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Communication Server 109	Client Object 179B	Channel Driver 120	Driver Object 189	Service Object 183B
Comm	Client Object 179A	S		Service Object 183A

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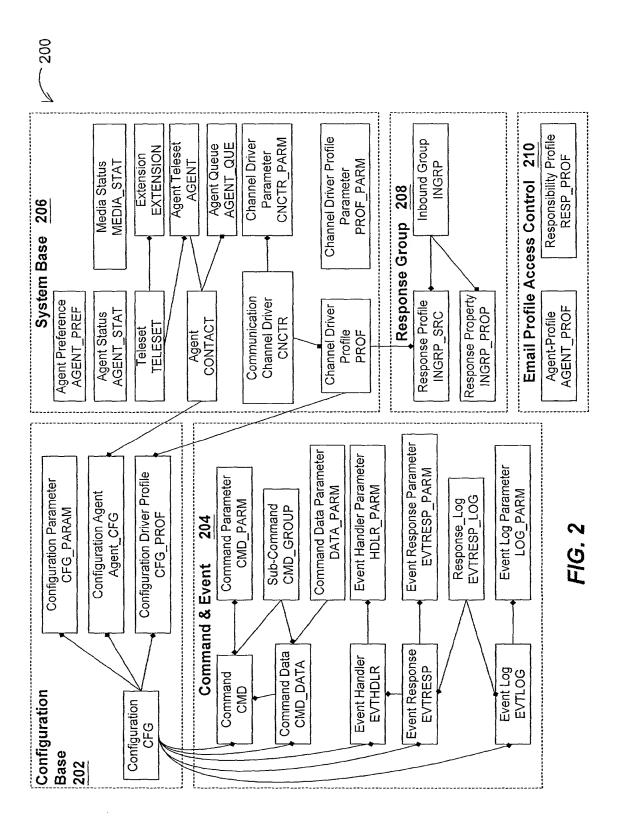


FIG. 2a: CNCTR, Communication Channel Driver Table

Column Name	Type	Length	Length Comments
CNCTR_ID	Varchar	15	Identifier for channel driver channel
			driver CNCTR. CNCTR refers to
			software connector.
NAME	Varchar 75	75	Name of channel driver.
MEDIA_TYPE	Varchar	50	Media type. The value of this column can
			be expanded by customer.
LIB_NAME	Varchar	250	File name of channel driver DLL
INBOUND_FLG	Char		To indicate whether this channel driver
			supports inbound communications
OUTBOUND_FLG	Char		To indicate whether this channel driver
			supports outbound communications
CNCTR_MEDIA_STR   Varchar		100	The media string defined by the driver
			vendor, which will be used at run time to
			invoke the media service for the channel
			driver.
DESC_TEXT	Varchar	250	Comments
UQ_DRIVER_FLAG	Char		To indicate whether this channel driver is
:			Universal Queuing type of channel driver

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FIG. 2b: CNCTR\_PARM, Channel Driver Parameter Table

Column Name	Type	Length	Type Length Comments
CNCTR_PARM_ID Varchar 15	Varchar	15	Identifier for channel driver parameter
NAME	Varchar 75	75	Name of channel driver parameter
DFLT_VALUE	Varchar 250	250	Default value of channel driver
			parameter
CNCTR_ID	Varchar 15	15	
REQUIRED_FLG	Char	1	To indicate whether this parameter
			must have a value at runtime

FIG. 2c: PROF, Communication Channel Driver Profile Table

Column Name	Type	Length	Length Comments
PROF_ID	Varchar 1	15	Identifier for channel driver profile
NAME	Varchar 75	75	Name of channel driver profile
CNCTR_ID	Varchar 15	15	

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FIG. 2d: PROF\_PARM, Communication Channel Driver Profile Parameter Table

Column Name	Type	Length	Type Length Comments
PROF_PARM_ID	Varchar 15	15	Identifier for channel driver profile
			parameter
PROF_ID	Varchar 15	15	Channel Driver Profile ID
CNCTR_PARM_I Varchar 15	Varchar	15	Parameter name ID
77 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	17.	0,50	1-31
VALUE	varcnar   230	007	Override value of channel driver
			profile parameter.

FIG. 2e: AGENT\_PREF, Agent Preference Table

Column Name	Type	Length	Length Comments
AGENT_PREF_ID Varchar 15	Varchar	15	Identifier for agent preference
EMP_ID	Varchar 15	15	
SETTING_NAME	Varchar 75	75	Preference name
SETTING_VALUE   Varchar   250	Varchar	250	Preference value
SETTING_TYPE	Varchar 50	50	Preference type, e.g., "CTI" or
			"Communication"

FIG. 2f: AGENT\_STAT, Agent Status Table.

Column Name	Type	Length	Type Length Comments
AGENT_STAT_ID Varchar 15	Varchar	15	Identifier for agent status
EMP_ID	Varchar 15	15	Employee ID
PROF_ID	Varchar 15	15	The channel driver profile ID. Agent
			has different status for different types
			of channel driver profiles.
NOT_READY_FL Char	Char		Is agent not ready?
BUSY_FLG	Char		Is agent busy?

FIG. 2g: MEDIA\_STAT, Communication Media Status Table.

Column Name	Type	Length	Type   Length   Comments
MEDIA_STAT_ID	Varchar 15	15	Identifier for media status
EMP_ID	Varchar 15	15	Employee ID
PROF_ID	Varchar	15	The channel driver profile ID of the
			channel driver profile to which the
			status corresponds.
MEDIA_OBJECT_	Varchar 250	250	The string to represent the media object
STR			(e.g. the agent's extension number, or
			the sender's address of an email)
WORKING_SINCE Date	Date	7	Work item starting time
DT	Time		
WORK_ITEM_STR   Varchar   250	Varchar	250	Work item ID

FIG. 2h: TELESET, Teleset Table.

		L' _	
Column Name	Type	Length	Type Length Comments
TELESET ID	Varchar 15	15	Identifier for teleset
NAME	Varchar 30	30	Teleset Name
HOSTNAME	Varchar 70	70	Hostname of the computer connected to the
			Teleset.
COMMENTS	Varchar 250	250	

FIG. 2i: EXTENSION, Extension Table.

		T	Commonto
Column Name	Type	Lengtn	Type Length Comments
EXTENSION ID	Varchar 15	15	Identifier for extension
TELESET ID	Varchar 15	15	Teleset ID
DN EXT	Varchar 15	15	Extension Information
EXT ACD QUE	Varchar 30	30	This is the ACD queue to which this
1			extension belongs.
EXT TYPE	Varchar 30	30	ACD Extension or standard extension
AUTO LOGIN FLAG Char	Char		Indicate if we need to login to ACD for
i		··	this extension at startup.

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FIG. 2j: AGENT, Communication Agent Table.

Column Name	Type	Length	Type Length Comments
AGENT_ID	Varchar 15	15	Identifier for agent
PR_CFG_ID	Varchar 15	15	The primary configuration the agent
			uses.
EMP_ID	Varchar 15	15	Employee ID
ACTIVE_CFG_ID Varchar 15	Varchar	15	The currently active configuration.
ACTIVE_TELESET   Varchar   15	Varchar	15	The Teleset that the agent is currently
			using.

FIG. 2k: AGENT\_TELSET, Communication Agent-Teleset Table

Column Name	Type	Length	Length Comments
AGENT_TELSET_ID   Varchar   15	Varchar	15	Identifier for agent/teleset
			relationship
AGENT_ID	Varchar 15	15	Agent ID
TELESET ID	Varchar 15	15	Teleset ID

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FIG. 21: AGENT\_QUE, Agent-Queue Table.

Column Name	Type	Length	Type Length Comments
AGENT_QUE_ID Varchar 15	Varchar	15	Identifier for agent/queue relationship
AGENT_ID	Varchar 15	15	Agent ID
ACD_QUEUE_NA Varchar 30	Varchar	30	ACD Queue
IVIE			
AUTO_LOGIN_FL   Char	Char		Indicates need to login to ACD for this
AG			extension at startup.

FIG. 2m: AGENT\_LIM, Communication Agent Limitation Table.

Column Name	Type	Length	Type Length Comments
AGENT_LIM_ID	Varchar 15	15	Identifier for agent limitation
AGENT_ID	Varchar 15	15	Agent ID
PROF_ID	Varchar 1:	15	Channel Driver Profile ID that agent
			cannot use.

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FIG. 2n: CFG, Communication Configuration Table.

Column Name	Type	Length	Length Comments
CFG_ID	Varchar	15	Identifier for configuration
NAME	Varchar 30	30	Configuration name
INGRP_FLAG	Char	-	To indicate whether this configuration is
			for inbound response group used in
			inbound communication receiver.
COMMENTS	Varchar 250	250	

FIG. 20: CFG\_PROF, Communication Configuration Channel Driver Profile Table

Column Name	Type	Length	Length Comments
CFG_PROF_ID	Varchar	15	Configuration/channel driver profile
			relationship
CFG_ID	Varchar	15	Configuration ID
PROF_ID	Varchar	15	Channel Driver Profile ID

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FIG. 2p: AGENT\_CFG, Communication Agent - Configuration Table

Column Name Type	Type	Length	Length Comments
AGENT_CFG_ID Varchar	Varchar	15	Identifier for agent/configuration
	:	,	relationship
AGENT_ID	Varchar	15	Agent ID
CFG_ID	Varchar 1	15	Configuration ID

FIG. 2q: CFG\_PARM, Communication Configuration Parameter Table.

Column Name	Type	Length	Type Length Comments
CFG_PARM_ID	Varchar 15	15	Identifier for configuration
			parameterand
CFG_ID	Varchar 15	15	Configuration ID
NAME	Varchar 50	50	Parameter Name
VALUE	Varchar 50	50	Parameter Value
ACTIVE_FLG	Char		Active flag is set if the value is valid

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FIG. 2r: CMD, Communication Command Table

Column Name	Type	Length	Type   Length   Comments
CMD_ID	Varchar	15	Identifier for command
CFG_ID	Varchar	15	Configuration ID
NAME	Varchar	70	Command name
TYPE	Varchar 50	50	Command type
PROF_ID	Varchar	15	The channel driver profile ID for the
			channel driver profile that this
			command is targeting.

FIG. 2s: CMD\_PARM, Communication Command Parameter Table

Column Name	Type	Length	Length Comments
CMD_PARM_ID	Varchar	15	Identifier for command parameter
CMD_ID	Varchar	15	Command ID
PARAM_NAME	Varchar	100	Command parameter name
PARAM_VALUE	Varchar 100	100	Command parameter value

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FIG. 2t: CMD\_DATA, Communication Command Data Table

Column Name	Type	Length	Length Comments
CMD_DATA_ID	Varchar	15	Identifier for command data
CFG_ID	Varchar	15	Command ID
NAME	Varchar	100	Command parameter name
Comment	Varchar	200	Comment (optional)

FIG. 2u: CMD\_DATA\_PARAM, Communication Command Data Parameter Table

Column Name	Type	Length	Type Length Comments
CMD_DATA_PAR   Varchar   15	Varchar	15	Identifier for command data
AM_ID			parameter
CMD_DATA_ID Varchar 15	Varchar	15	Identifier for command data
PARAM_NAME	Varchar 100	100	Command parameter name
PARAM VALUE   Varchar   200	Varchar	200	

FIG. 2v: CMD\_GROUP, Communication Command Group Table

Column Name	Type	Length	Length   Comments
CMD GROUP ID Varchar 15	Varchar	15	Identifier for group of commands
SUB CMD ID	Varchar	15	Foreign key to command table
ORDER	Number 10	10	Default "0"

FIG. 2w: EVTHDLR, Communication Event Handler Table

Column Name	Type	Length	Length Comments
EVTHDLR_ID	Varchar	15	Identifier for event handler
PROF_ID	Varchar	15	The channel driver profile ID for
			the channel driver profile from
			which this event originated.
NAME	Varchar	100	Event name
MEDIA_EVENT	Varchar	100	Identifier for event
ORDER	Number	10	Default "0"
EVT_RESP_ID	Varchar	15	Foreign key to event response table
Comment	Varchar	200	Comment (optional)

FIG. 2x: HDLR\_PARM, Communication Event Handler Parameter Table

Column Name	Type	Length	Length Comments
HDLR_PARM_ID	Varchar	15	Identifier for event handler response
EVT_HDLR_ID	Varchar	15	Identifier for event handler
PARAM_NAME	Varchar	100	Event parameter name
PARAM VALUE	Varchar 200	200	Event parameter value

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FIG. 2y: EVTRESP, Communication Event Response Table

Type Length	Varchar 15		Varchar 15	100 Event parameter name	Valcilai	MENT Varchar 200 Comment (optional)	
Column Name	EVTREED ID	L' V IIVOUT	CII FIRE		ZAME	COMMENT	

FIG. 2z: EVTRESP\_PARM, Communication Event Response Parameter Table

	ı	T	Commonte
Column Name	Type	Lengin	Length Comments
Column Limite	1		Tartition for event response
DEED DARM ID	Varchar 15	15	Ideliuliei ioi everra regenerali
KESI TANKI			parameter
			PANDON + MOUNT
TYTERED ID	Varchar	15	Identifier for event response
			The sound the so
	Transhor	10	Hyent response paramout mann
DARAM NAME	Varcilai 100	700	011011011
I I III THE THE TANK I	1	000	Evient response parameter value
DADAM VALITE Varchar 200	Varchar	207	Livelin 19 Paris I
LANGIA			

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FIG. 2aa: EVTLOG, Communication Event Log Table

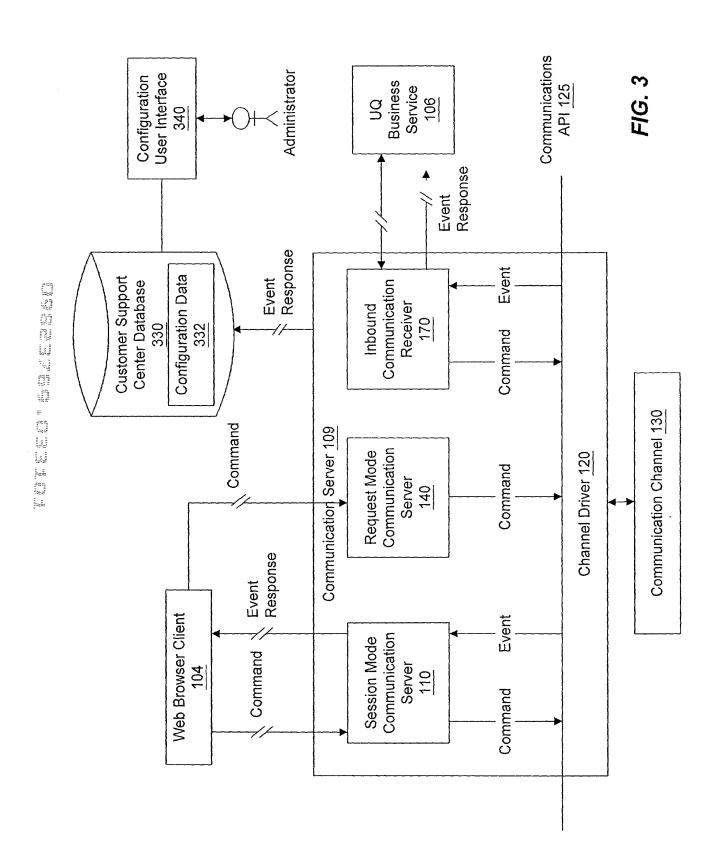
Column Name	Type	Length	Length Comments
EVTLOG_ID	Varchar	15	Identifier for event log
CFG_ID	Varchar	15	Foreign key for configuration table
NAME	Varchar	100	Event parameter name
COMMENT	Varchar 200	200	Comment (optional)

FIG. 2bb: LOG\_PARM, Communication Event Log Parameter Table

Column Name	Type	Length	Length Comments
LOG_PARM_ID	Varchar	15	Identifier for event log parameter
EVTLOG_ID	Varchar 15	15	Identifier for event log
PARAM_NAME	Varchar 100	100	Event log parameter name
PARAM_VALUE   Varchar   200	Varchar		Event log parameter value

## FIG. 2cc: EVTRESP\_LOG Event Response - Event Log Table

Column Name	Type	Length	Length Comments
RESP_LOG_ID	Varchar	15	Identifier for response log
EVTRESP_ID	Varchar 15	15	Identifier for event response
EVTLOG_ID	Varchar 15	15	Identifier for event log
LOG_TYPE	Varchar	100	Type of EventLog declaration
			specified in EventResponse
			definition.



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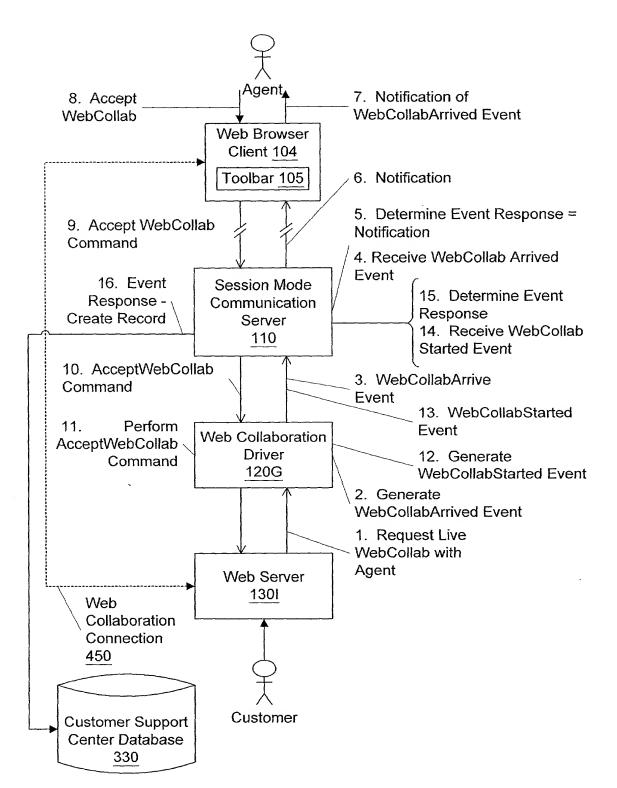


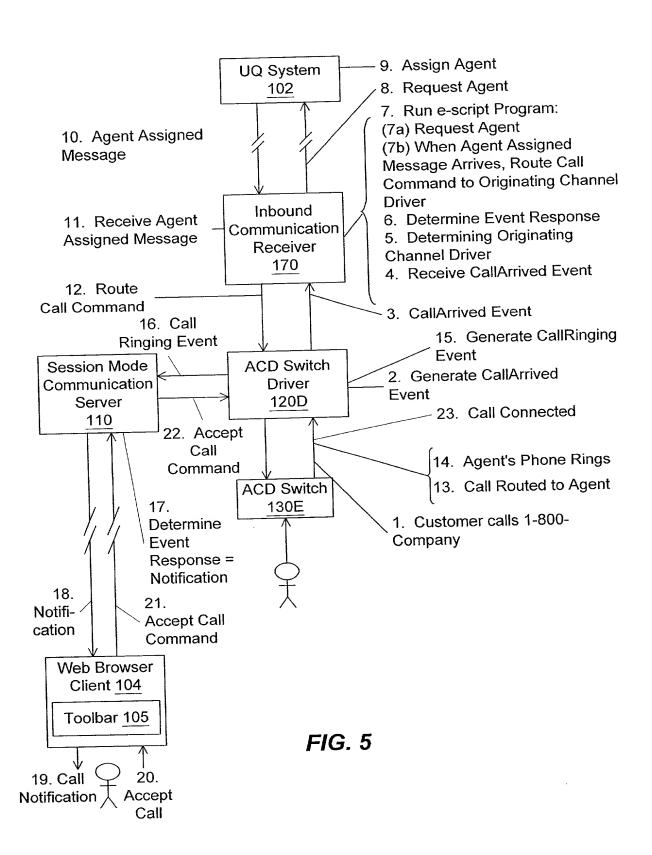
FIG. 4

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